

The Quality Service Review (QSR)

Frequently Asked Questions

WHAT IS THE QSR?

The Quality Services Review (QSR) is an **action-oriented learning process** that is used to improve practice and service delivery for children and families. **Findings** from these case reviews **are used to guide our next steps** for supporting practice and enhancing efforts, leading to better outcomes for the families that we serve!

WHO ARE THE QSR REVIEWERS?

QSR Reviewers currently are a combination of child welfare experts, DCFS staff and DMH staff. DCFS Reviewers include a core group from the Quality Improvement Section as well as a wide cross-section of DCFS and DMH staff.

HOW DOES QSR WORK?

The QSR process includes several focus groups representing line staff, supervisors, and managers from the office. At the case level, the process involves case file reviews, observations, and interviews with key parties to the case.

The QSR process occurs one office at a time. Cases to be reviewed are chosen through a computer-generated random selection process.

QSR uses an in-depth and practice review appraisal process. The **services reviewed include** not just direct DCFS services, but services provided by **schools, DMH, DPSS, Probation, community providers, medical providers and any other service providers** involved in the reviewed case. Specifically, the QSR looks at two major categories (see reverse for sample review questions):

1. **Current Child and Family Status**
2. **System Practice and Performance Results**

WHAT IS LEARNED THROUGH THE QSR?

Results from the QSR provide a rich array of learning opportunities for next step action and improvement. These include:

- Detailed stories of practice, results, and **recurrent themes and patterns** observed across reviewed cases.
- Deep understanding of factors that affect daily practice.
- Patterns of child and family status and practice performance results.
- Noteworthy accomplishments and success stories.
- Emerging problems, issues, challenges, and system barriers in current practice.
- Critical input for **improving local practices, working conditions, and results.**

The Quality Service Review (QSR) Frequently Asked Questions

Typical questions that are explored through the Quality Service Review (QSR) Process:

Current Child Status: Questions used to determine how children and families are doing right now include:

- *Is the child safe from manageable risks of harm caused by others or him/herself? Is the child in a stable home?*
- *Are the child's basic physical and health needs met?*
- *Is the child doing well in school? Making academic progress?*
- *Is the child doing well emotionally and behaviorally?*
- *Are the parents/caregivers able and willing to assist, support and supervise the child reliably on a daily basis?*
- *Is the child making progress in key life areas and are parents satisfied with services being received?*

System Practice and Performance Results:

Are the actions and services provided to the child and family moving the family in the right direction? Does the system we work in provide for the right conditions to allow us to effectively help families? Questions used include:

- *Do the child's parents, clinicians, teachers and service providers **share a "big picture" understanding of the child and family situation, their strengths and needs, and a Long-Term View for the family (including conditions for safe case closure)** so that sensible supports and services can be planned?*
- *Are the child and family part of a clear and sensible service plan that organizes and integrates **all** supports, services and interventions?*
- *Are the child's caregivers receiving the necessary training and support to parent effectively and provide a safe and stable home for the children?*
- *Are the supports and services provided reducing any risks and improving safety and family functioning? Is a sustainable network being built with and for the family?*
- *Are services and results monitored frequently and adjusted to reflect changing needs and life circumstances?*